

Memorandum for Offerors

Subject: RFP DE-SOL0001980 – Questions and Answers as of 10/6/2010

	Question	Answer
Q1	FAR 12 should be used, in accordance with FAR 12.101 paragraphs (b) and (C) for non-developmental items. Given the PWS is to “support current and future OST technology and telecommunications systems” we recommend that FAR 15 be considered. If FAR 12.102 paragraph (g) exemption is being used, we recommend the use of incentives as cited.	These services are commercial in nature therefore are allowed under FAR Part 12 since all future Information and telecommunications will use that is on the currently on the market.
Q2	We understand that predecessor contracts were CPFF and this is a shift to FFP switching the entire burden of risk from the government to the contractor. Given the shift of the contract type and risk, may contractors recommend incentives in addition to the disincentives that are listed in the service delivery summary?	Predecessor contracts were not CPFF. No, Contractors shall not recommend incentives since the contract type falls within FAR 12.207.
Q3	Please clarify the type of fixed price incentive contract being used by NNSA and the time period expected for any negotiation post-award (e.g. firm or successive target)?	The contract type for this acquisition is described in FAR 12.207(c). Individual firm fixed price task orders will be issued based on the requirements. See Addendum to FAR 52.212-4
Q4	Please confirm that submission via Fedconnect only (no hard copy) is permissible?	FAR Provision 52.212-1 does not specify a particular method of submission. See FAR 52.212-1 Instructions to Offerors - (b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation.
Q5	Times new roman, 11 pitch is named as the font requirement for text. Request that 9 pitch font from the Arial family of fonts be allowed for tables and 8 pitch font from the Arial family of fonts be allowed for figures.	There is no change to this requirement.
Q6	Please confirm that the term “contractor teaming arrangement” used in the addendum to the instruction to offerors A.3.(a) is referring to GSA Schedule purchases and not subcontractors in the structure of this solicitation.	The Reference for this is contained at FAR 9.601 as specified in the RFP.
Q7	Please clarify the difference in instructions between the use of Attachment 3 and the addendum to the instruction to offerors B.	The attachment was provided to assist you in providing pricing structure to match the various labor categories

	Please confirm that for labor categories that may use used exclusively in Fixed-Price CLINs that no indirect rate information or certified cost data is to be submitted.	used in developing your fixed price task CLINs. The labor categories and labor rates shall be used by the Government when pricing the various tasks that are associated with the option CLINs. The government is not requesting any certified cost and pricing data for this acquisition.
Q8	Please confirm that for past performance, a portion of the 15 page allocation can be used for introductory information / material and not in format with the Past Performance Contact Information Forms.	Past Performance requirements are self explanatory.
Q9	What formalized Methods, Processes and Procedures are currently used to collect data and measure each of the service delivery summary standards?	There is not currently a centralized system to track all work that will be within the scope of this solicitation. Individual work efforts are measured currently through spreadsheets, mission and maintenance logs, project plans, infraction reports and other documentation.
Q10	Please clarify the desire of the government to “recruit and retain key and non-key personnel” for the transition plan. Does this refer to incumbent staff?	This is a decision of the offeror.
Q11	We understand that predecessor contracts were CPFF and this is a shift to FFP switching the entire burden of risk from the government to the contractor. Does NNSA intend that existing staff be replaced by lower cost resources?	The predecessor contract was not CPFF as explained in the answer to Question 2. NNSA expects adequate price competition.
Q12	For SDS 1.1, please confirm the 90% of projects refers only to projects performed under T&M CLINs.	Fixed price task orders will be issued using the prices contained in the T&M CLINS. However, 90% of any assigned tasks must be completed in accordance with estimates.
Q13	For SDS 2.1, is there an automated system used to measure performance objectives and thresholds? What systems are deemed mission critical? Please confirm the 10 minute metric is for a return call and the hours under which this threshold applies?	With regard to automated systems to measure performance, see Question 9. See question 14 with regard to mission critical systems. The 10 minute metric pertains to the time allowed to respond to a page.
Q14	What systems are deemed mission critical?	At this time, the Transportation Command and Control System in the only mission critical system.
Q15	For SDS 2.3, Please confirm that all system security plans and SOPs have periodic back-up and restoration frequency listed. Since the method of surveillance is both “random and quarterly”, how will the contract adjustment be applied?	System security plans and/or SOPs have back-up and restoration requirements specified.
Q16	Inconsistency between FEDCONNECT and Amendment 0002 FEDCONNECT Amendment summary provides: “No questions will be	This was corrected with Amendment 00003:

	<p>answered during the conference and must be submitted via email to jcochran@doeal.gov no later than 1500 MDT on October 21, 2010. No written questions will also be taken at the conference. All questions and answers will be provided via FedConnect.”</p> <p>And</p> <p><u>Amendment (Schedule 0002) provides:</u> “(c) Any questions to be answered during the conference must be submitted via email to jcochran@doeal.gov no later than 1500 MDT on October 13, 2010. No written questions will also be taken at the conference. All questions and answers will be provided via FedConnect.”</p>	
Q17	For SDS 2.4, is there a formalized process and/or automated system currently being employed where this requirement can be accurately measured?	See Question 9.
Q18	For SDS 2.5, please clarify if the requirement is for general rationale or root cause analysis to be conducted?	The intent is that within two hours for mission critical systems, the contractor shall determine the cause(s) sufficiently to take or recommend corrective action.
Q19	Reference SDS 2.6, please publish the customer survey used.	The customer survey is not currently developed.
Q20	For SDS 2.7, is there an automated system or tool to measure time against the performance threshold? What systems are deemed critical? Please confirm the 10 minute metric is for a return call. Is there an automated system used for response logs and trouble calls (e.g. Remedy, Magic, HEAT)?	There is not currently an automated system or tool for measuring response time to on-call notifications. Time of page and technician response are logged by the 24/7 mission operations center. At this time, the Transportation Command and Control System is the only system requiring on-call support. There is not currently an automated system for response logs and trouble calls.
Q21	For SDS 4.2 and 5.1, is there a standard form or process used that can be published? Are there quantitative measures to determine a “Satisfactory” service level?	OST has a Quality Assurance Program Plan and an auditing group that performs periodic quality reviews.
Q22	For SDS 5.3, please provide a further definition of “minor errors”.	Typographical or clerical errors that would be readily recognized by developers when using the ICD to design/develop an interface to the applicable system and would not impact the performance of the interface.
Q23	For SDS 5.4, is there a separate IV&V effort for secondary testing to find unidentified critical or non-critical faults?	This has not been determined at this time. Some software components are required to have an IV&V due to cyber security requirements.
Q24	For SDS 6.5, can the offeror assume that if the completion of a corrective action is dependent on another contractor or third party,	“Develop corrective action plans” refers to activities to support the federal program manager in drafting

	that the contractor will not be held accountable? Additionally, please clarify whether the performance threshold is for the completion of corrective actions or notification to the government.	corrective action plans, not the completion of the CAP activities themselves. The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.
Q25	Please confirm that performance contingencies dependent on third parties will not result in penalties to the prime contractor?	The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.
Q26	Reference: PWS, Section 6.0 Performance Objectives (pages 13 - 16 of 18 pages). Question: Can the Government provide a list of the tools that are in place today to measure contractor performance against performance objectives/thresholds?	See Contract Reporting Requirements (Attachment 2 of the RRP). There is no automated tool to measure contractor performance against objectives/thresholds.
Q27	Reference: PWS, Section 6.0 Performance Objectives (pages 13 - 16 of 18 pages). Question: Can the Government please provide incumbent staff performance statistics for each of the identified Performance Thresholds for the last two years?	No.
Q28	Is the offeror permitted to use GSA schedule or GWAC price list rates as opposed to filling out Attachment 3 to build both T&M and FFP rates?	Yes. However the Offeror should provide the structure of the Fixed Priced Task CLINs.
Q29	Reference: PWS, Section 6.0 Performance Objectives (pages 13 - 16 of 18 pages). Question: Is it the Government's intent to adjust down the monthly invoice total value if performance objectives are not met or is the "forfeiture" calculated against earned fee?	Monthly invoice.
Q30	Reference: PWS, Section 6.0 Performance Objectives (pages 13 - 16 of 18 pages). Question: Would the Government please explain how the "100% credit adjustment for each day staff not provided" is calculated? Is the forfeited amount equal to the daily cost of the vacant position, the daily cost of the contract or the daily cost of a specific project?	Daily cost of the vacant position.
Q31	Reference: 3. FAR 52.212-4 ADDENDUM TO CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (Jun 2010), 52.212-4, Contract Terms and Conditions -- Commercial Items is hereby tailored as follows: (3) The parties agree to negotiate in good faith the	No, since these CLINs are based on a labor hour rate. See FAR 12.207(c).

	<p>establishment of firm-fixed price task orders for option CLINs 0003, 0004, 0005, 1003, 1004, and 1005 utilizing the T&M/LH Rates established at the time of award.</p> <p>Question: Should the referenced CLINS be changed to reflect FFP CLINS 0001, 0002, 0006, 0008, 1001, 1002, 1006?</p>	
Q32	<p>Reference: CLIN 1002 (page 9 of 72). Question: Should this be a FFP vs. a T&M CLIN? CLIN 0002 for the base period, Task 2, is FFP.</p>	FFP
Q33	<p>Reference: Attachment 3 - Pricing Worksheet 23 June 2010 (CLINS 0003, 0004, 0005, 1003, 1004, 1005). Question: How does the Government propose the "Extended Price" column of the worksheet be completed? Offeror's are required to provide a Fully Burdened Rate. There are no hours associated with this worksheet from which to calculate an extended cost.</p>	Provide how the hourly rate is constructed to get to a fully burden rate for each labor category (CLINS 0003, 0004, 0005, 1003, 1004, 1005).
Q34	<p>Reference: Question: Does the Government intend to penalize the contractor if Government employees violate cyber security policy and practice? Is this a one-time or month over month?</p>	This applies to contractor employees only.
Q35	<p>Maybe I missed it in the subtlety of your questions?? - Should we address award fee in the question or is it clear that there will be an award fee and will that be part of the pricing?</p>	There are no award or incentive fees associated with this acquisition.
Q36	<p>Can you bid shared savings? In other words if employing GOTS and COTS maintains or improves performance at a reduced cost to the government is the contractor allowed to share in the life cycle savings? Do we do that through reduced cost to us and, therefore, since it is a fixed fee contract do we get our reward simply by reducing our costs and getting to keep the savings differential?</p>	Task orders will be issued as firm fixed price task orders.
Q37	<p>Our Company anticipates the use of Subcontractors. Attachment #3 Pricing Worksheet requires information that is considered highly confidential and proprietary. Please confirm that Subcontractors are allowed to submit Attachment #3 data directly to the Government POC or under sealed cover.</p>	No.
Q38	<p>Reference: FAR 12.102.</p> <p>Question: Is this procurement being issued under FAR 12.102(g)(1)?</p>	No.
Q39	<p>Reference: RFP DE-SOL0001980 Schedule Addendum to FAR 52.212-2 EVALUATION--COMMERCIAL ITEMS 1.D, Page 51. Question: Please confirm that "lowest price" shall be the determinate factor in establishing "best value" for the Government and selection of the winning Offeror.</p>	No. Reference the Addendum to 52.212-2.

Q40	<p>Reference: Part 12—Acquisition of Commercial Items</p> <p>Question: Since this acquisition is being issued under FAR Part 12, does the Government expect use of existing General Services Administration (GSA) schedule labor rates be offered for same or similar labor categories on this proposal?</p>	Yes, however the Government still requires the vendor to complete attachment 3 for each CLIN and the vendor shall include a copy of their schedule with their price proposal.
Q41	<p>Reference: RFP DE-SOL0001980 Schedule Addendum to FAR 52.222-52 EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT ACT TO CONTRACTS FOR CERTAIN SERVICES--CERTIFICATION (Nov 2007).</p> <p>Question: Considering this solicitation is a small business set aside for primarily “services” being issued under FAR Part 12, please confirm that the Service Contract Act will apply. Please provide Service Contract Act wage determination for this solicitation.</p>	The SCA does not apply since these services are professional in nature.
Q42	<p>Reference SDS 6.1: Please define “expert knowledge” and “Qualified Expert Staff”.</p>	“Expert” is a qualitative term that reflects a combination of experience and education. In the cyber security profession, certifications such as CISSP, CISM, CISA and/or post-graduate education or equivalent experience would indicate an “expert” staff with expert knowledge. An “expert” is a professional employee. (See FAR Section 22.1102).
Q43	<p>Reference: Page 6 of 18: Performance Work Statement (PWS): 5.1 Task Area 1 - Program and Project Management para 5.1.1. The Contractor shall provide an on-site Program Manager as a central point of accountability and responsibility for the tasks performed under this contract.</p> <p>Question: Is it the Governments intent that we as the contractor hire two personnel meeting requirements of the Program Manager?</p>	The government has no intent with regard to the number of employees required to perform the function.
Q44	<p>Reference: Page 6 of 18: Performance Work Statement (PWS): 5.1 Task Area 1 - Program and Project Management para 5.1.1. The Contractor shall provide an on-site Program Manager as a central point of accountability and responsibility for the tasks performed under this contract.</p> <p>Question: Is the Government expecting the PM to be physically present at all times during normal duty hours or just looking for us to provide a POC to act in the capacity of the PM in the absence of the PM?</p>	The PWS is self-explanatory with regard to the term “on-site.”
Q45	<p>Reference: Page 6 of 18: PWS: 5.1 Task Area 1 - Program and Project Management para 5.1.4. The Contractor shall support the C5 Branch federal staff in the implementation and improvement of</p>	Recognized best practices for IT process management include methodologies for measurement.

	<p>information technology business processes including but not limited to configuration management, customer service, and change management based on recognized best practices, such as (but not limited to) CMMI or ITIL.</p> <p>Question: How will these deliverables be quantified?</p>	
Q46	<p>Reference: Page 6 of 18: PWS: 5.1 Task Area 1 - Program and Project Management para 5.1.6. The Contractor shall assist OST C5 Branch federal project managers in project control measures that effectively matrix staff resources across multiple projects.</p> <p>Question: How will these deliverables be quantified?</p>	It will be the contractor's decision how to track its staff resources across multiple projects. The government is only interested in the delivery of projects on schedule, performance and cost projections.
Q47	<p>Reference: Page 7 of 18: PWS: 5.2 Task Area 2 -- Operation, Administration and Maintenance para 5.2.3. The Contractor shall perform OA&M activities that include but are not limited to configuration management for software and hardware, network and system performance monitoring, server and client administration, operating system updates, data backups, router/switch/firewall administration, business continuity plan testing and execution, database and application administration, user account administration, and hardware troubleshooting, replacement and upgrades, end user support and records management.</p> <p>Question: Does the Government have classified and unclassified off-site alternate processing centers that can be used for application development and continuity testing?</p>	Yes.
Q48	<p>Reference: Page 8 of 18: PWS: 5.2 Task Area 2 -- Operation, Administration and Maintenance para 5.2.15. The Contractor shall suspend/terminate account access in an expedient manner when notified by OST.</p> <p>Question: What is meant by "expedient" manner?</p>	"Expedient" means that the contractor meets the requirement in SDS 2.4.
Q49	<p>Reference: Page 8 of 18: PWS: 5.2 Task Area 2 -- Operation, Administration and Maintenance para 5.2.17. The Contractor shall identify the cause of a system or application fault or failure in a timely manner.</p> <p>Question: What is meant by "timely" manner?</p>	See Section PWS Section 5.2.8 and 5.2.9. It is the intent of the government to work with the contractor to develop timeliness standards after award. For mission critical systems, timeliness standards are specified in the SDS 2.5 (PWS, Section 6).
Q50	<p>Reference: Page 8 of 18: PWS: 5.2 Task Area 2 -- Operation, Administration and Maintenance para 5.2.20. The Contractor shall conduct service interactions with customers in a timely, courteous and profession manner.</p> <p>Reference: Page 8 of 18: PWS: 5.2 Task Area 2 -- Operation, Administration and Maintenance para 5.2.21. Contractor shall</p>	See Section PWS Section 5.2.8 and 5.2.9. It is the intent of the government to work with the contractor to develop timeliness standards after award. For mission critical systems, timeliness standards are specified in the SDS 2.5 (PWS, Section 6).

	<p>process customer service requests in a timely manner.</p> <p>Reference: Page 9 of 18: PWS: 5.3 Task Area 3 -- Information and Telecommunications Technology Studies and Analysis para 5.3.6.</p> <p>The Contractor shall provide study and analysis reports (hard copy and electronic) in a timely manner upon completion of a report.</p> <p>Question: What is meant by “timely” manner?</p>	
Q51	<p>Reference: Page 10 of 18: PWS 5.4 Task Area 4 - Information and Technology Requirements Analysis and Engineering para 5.4.1.</p> <p>The Contractor shall perform Requirements Analysis and Engineering activities to identify and organize operational or business functions that a system or application must be designed to support.</p> <p>Question: Can the Government provide more detail regarding the scope of this requirement?</p>	No. The government will issue specific task orders for requirements analysis and engineering.
Q52	<p>Reference: Page 10 of 18: PWS 5.4 Task Area 4 - Information and Technology Requirements Analysis and Engineering para 5.4.1.</p> <p>The Contractor shall perform Requirements Analysis and Engineering activities to identify and organize operational or business functions that a system or application must be designed to support.</p> <p>Question: If so, enumerate and define the scope in further detail.</p>	See response to Question 51.
Q53	<p>Reference: Page 10 of 18: PWS 5.4 Task Area 4 - Information and Technology Requirements Analysis and Engineering para 5.4.7. The Contractor shall evaluate and test fielded systems and applications to verify and validate that the system or application meets the functional and non-functional requirements and technical specifications.</p> <p>Question: What is meant by “non-functional” requirements?</p>	The term “non-functional “ requirements is used in the standard system development sense, and include factors such as maintainability, accessibility, scalability, supportability, testability, interoperability, etc.
Q54	<p>Reference: Page 10 of 18: PWS 5.5 Task Area 5 - System and Application Design and Development para 5.5.1. The Contractor shall perform System and Application Design and Development which encompasses the various activities from the initial system concept to the fielding of the production systems, including conceptual design, development, prototyping, testing, installation and related quality assurance measures. System and Application Design and Development shall include system/application development support services, including reengineering, GOTS/COTS software integration, and system interfaces for all aspects of development within established schedule and costs. System and Application Development activities include but are not limited to design reviews (Preliminary Design Review (PDR) and Critical Design</p>	Yes.

	<p>Review (CDR)), software/system coding, testing, demonstrations, documentation and acceptance by the COR. The level of formality and rigor of testing shall be appropriate to the mission criticality, system complexity and scope and other risk factors.</p> <p>Question: Is it the Government's intent for the contractor to utilize existing Government software development and testing environments or establish them?</p>	
Q55	<p>Reference: Page 10 of 18: PWS 5.5 Task Area 5 - System and Application Design and Development para 5.5.2. The Contractor shall perform all activities related to System and Application Design and Development, including testing activities, in accordance with a best practices development model (sequential, iterative, agile, etc.) appropriate to the type of system or application and with due consideration of system criticality, functional and non-functional requirements and major risk factors.</p> <p>Question: What is meant by "non-functional" requirements?</p>	See response to Question 53.
Q56	<p>Reference: Page 10 of 18: PWS 5.5 Task Area 5 - System and Application Design and Development para 5.5.6. The Contractor shall prepare PDRs and CDRs for a specific system or application development in accordance with established standards and schedule. The formality of PDR and CDR shall be appropriate to the mission criticality, complexity, development risk and other applicable factors. The Contractor shall provide a copy of the PDR and CDR documentation (hard and electronic copy) to the Government within 10 days of design approval or as required by the COR or technical designee.</p> <p>Question: Can the Government provide more detail regarding the "established standards"?</p> <p>If so, enumerate and define the "established standards".</p>	<p>As stated in the PWS, the level of effort for project reviews should be appropriate to the scope, complexity and risk associated with the project. DOE Guides 413.3-1 through 413.3-19 provide general guidance on project management within DOE. These are available to the public on the Web at http://management.energy.gov/policy_guidance/project_management.htm.</p> <p>A link to these documents will be place in the reading room.</p>
Q57	<p>Reference: Page 13 of 18: 6.0 PERFORMANCE OBJECTIVES: SDS-1.1. Project costs, schedule and resource utilization are properly track. Contract Adjustment: .5% of Monthly Invoice forfeited for each late delivery.</p> <p>Question: Will allowances be made for issues and circumstances beyond the contractor's control, i.e. Government caused delays, inaccurate Government information, etc?</p> <p>If so, how will they be determined and calculated?</p>	The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.

Q58	<p>Reference: Page 13 of 18: 6.0 PERFORMANCE OBJECTIVES: SDS-2.1. ON-call response for mission critical systems shall always be on time. Method of Surveillance: 100% Inspection; Customer feedback and complaints.</p> <p>Question: What are the customer feedback and complaint evaluation criteria?</p>	There is no documented process for customer feedback and complaints with regard to on-call response. End-users or supervisors contact the federal manager when problems with support are encountered.
Q59	<p>Reference: Page 13 of 18: 6.0 PERFORMANCE OBJECTIVES: SDS-2.1. ON-call response for mission critical systems shall always be on time. Method of Surveillance: 100% Inspection; Customer feedback and complaints.</p> <p>Question: How will invalid complaints be factored into the evaluation?</p>	The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.
Q60	<p>Reference: Page 13 of 18: PERFORMANCE OBJECTIVES: SDS-2.2. No security violations involving classified systems, including multi-level security features. Performance Threshold: No security violations or incidents of security concern initiated due to security deficiencies by contractor staff.</p> <p>Question: What is the definition of “security deficiencies?”</p>	A security deficiency is an action or omission that leads to a reportable security violation or incident.
Q61	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-2.4. User access to systems is suspended or terminated the same day when contractor is notified by OST. PWS Ref.: 5.2.16.</p> <p>Question: Should this Objective reference 5.2.15?</p>	Yes.
Q62	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-2.5. Timely identification of causes of system or application failure. PWS Ref.: 5.2.18.</p> <p>Question: Should this Objective reference 5.2.17?</p>	Yes
Q63	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-2.6. Customer interactions are conducted in a timely, courteous, and professional manner. Method of Surveillance: Annual Customer Survey. Customer feedback and complaints.</p> <p>Question: What are the customer feedback and complaint evaluation criteria?</p>	<p>There is no documented process for customer feedback and complaints with regard to on-call response, but it is the intent of government in this contract is to improve this process (PWS Sections 5.2.8).</p> <p>End-users or supervisors contact the federal manager when problems with support are encountered.</p>
Q64	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-2.6. Customer interactions are conducted in a timely, courteous, and professional manner. Method of Surveillance: Annual Customer Survey. Customer feedback and complaints.</p> <p>Question: How will invalid complaints be factored into the</p>	The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.

	evaluation?	
Q65	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-3.1; SDS4-1; SDS4-2. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Reference: Page 15 of 18: PERFORMANCE OBJECTIVES: SDS-5.1; SDS5-2; SDS5-3; SDS5-4. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-4.2. Requirement traceability matrix and testing methodology are comprehensive and accurate; i.e. the contractor accurately understood the requirements as stated by the stakeholders and captured all requirements. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Question: Will allowances be made for issues and circumstances beyond the contractor's control, i.e. Government caused delays, inaccurate Government information, etc? If so, how will they be determined and calculated?</p> <p>Question: What is the definition of "rework" and how is it calculated?</p>	<p>The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.</p> <p>"Rework" is a failure of the item to conform to the requirements of the task order or deliverable. See FAR Section 52.212-4(a).</p>
Q65	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-3.1; SDS4-1; SDS4-2. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Reference: Page 15 of 18: PERFORMANCE OBJECTIVES: SDS-5.1; SDS5-2; SDS5-3; SDS5-4. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-4.2. Requirement traceability matrix and testing methodology are comprehensive and accurate; i.e. the contractor accurately understood the requirements as stated by the stakeholders and captured all requirements. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Question: Will allowances be made for issues and circumstances beyond the contractor's control, i.e. Government caused delays, inaccurate Government information, etc? If so, how will they be determined and calculated?</p>	<p>The Government will exercise due diligence when assessing or adjudicating resolutions on performance impacts relating to third parties. No confirmation is given relating to penalties to prime contractor because of dependencies by third parties.</p>
Q66	<p>Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-3.1; SDS4-1; SDS4-2. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework.</p> <p>Reference: Page 15 of 18: PERFORMANCE OBJECTIVES: SDS-5.1; SDS5-2; SDS5-3; SDS5-4. Contract Adjustment: 1% of project cost</p>	<p>See response to Question 65.</p>

	<p>forfeited for late delivery; 2% of project cost forfeited for rework. Reference: Page 14 of 18: PERFORMANCE OBJECTIVES: SDS-4.2. Requirement traceability matrix and testing methodology are comprehensive and accurate; i.e. the contractor accurately understood the requirements as stated by the stakeholders and captured all requirements. Contract Adjustment: 1% of project cost forfeited for late delivery; 2% of project cost forfeited for rework. Question: What is the definition of “rework” and how is it calculated?</p>	
Q67	<p>Reference Attch 3 – Pricing Worksheet, page 2 of 2. The spreadsheet contains a column entitled “Extended Price” for CLINs 0003, 0004, 0005, 1003, 1004, and 1005. Question: Since these CLINs are T&M, is this column an oversight?</p>	This should represent your fully loaded rates associated to the labor categories and labor mix proposed to perform the tasks.
Q68	<p>Reference Attch 3 – Pricing Worksheet, page 2 of 2. The spreadsheet contains a column entitled “Extended Price” for CLINs 0003, 0004, 0005, 1003, 1004, and 1005. Question: Should offerors only propose the NTE ceiling amounts for these CLINs in the CLIN Summary provided in the solicitation document?</p>	No. This is contained in the price volume requirements and in the CLINs.
Q69	<p>Reference the CLIN Summary provided in the solicitation document, pages 4 through 12. While it is clear that a Unit Monthly Price and a Total Item Amount for 24 Months is to be proposed for CLINs 0001, 0002, 0006, 1001, 1002, and 1006, should offerors only provide the NTE ceiling amounts for the extend amounts for CLINs 0003, 0004, 0005, 0007, 0008, 1003, 1004, 1005 and 1007? If not, what amounts should offerors propose for these CLINs given there is no defined statement of work.</p>	Please read the specific CLINs which contain the NTE prices for CLINs 0003, 0004, 0005, 0007, 0008, 1003, 1004, 1005 and 1007. Also the proposal instructions (FAR 52.212-1) states the specific dollar amounts to be used a for these CLINs.
Q70	<p>Reference page 45, C.2 – Should offerors also complete the CLIN Summary provided in the solicitation document in addition to/consistent with the format contained in Attachment 3?</p>	Yes.
Q71	<p>Reference the evaluation process on page 51 – Please explain how the Government Evaluation Team will recommend a contract award in a situation where there is a Technically acceptable, Substantial Confidence offer that is not low priced and a Technically acceptable, Satisfactory Confidence offer that is low priced.</p>	The Addendum to FAR 52.212-2 – Evaluation – Commercial Items fully explains the evaluation process in sufficient detail.
Q72	<p>Reference Worker Safety and Health Program, page 69 – Please confirm that this plan does not count against the page limit in the Technical Volume.</p>	This is a contract requirement and does not count against the page limit for the Technical Volume.
Q73	<p>Reference Information Regarding Submission of Proposals, page 47 –</p>	No.

	This section states that Quotes will be accepted by submitting through Fedconnect, Hand Carried, U. S. Mail, EMail or Faxed to the Contracting Specialist. If submitted through Fedconnect, Email or Faxed, must the original and one copy also be submitted by the time and date specified on the SF 1449?	
Q74	Reference #34. NNS-H-1008 Government Furnished Facilities and Services (Nov 2009), page 34 – The Government has indicated that office space shall be provided for approximately eighteen individuals at various locations. Is it the Government's intent that the 18 individuals is inclusive of the required Program Manager?	Yes, this includes the Program Manager.
Q75	Reference 6.0 Performance Objectives, pages 13-16 of Attachment 1 – The Government has outlined numerous contract adjustments, all of which are disincentives. Is/will the Government consider including contract adjustments that are incentives?	No. The Government will issue Firm Fixed Price Performance Based Task Orders which provides full price for full performance and contract adjustments for non-performance.
Q76	Will the Government provide an editable version of the SF 1449 for proposal submission purposes?	The schedule is editable however the cover pages are not.
Q78	Regarding references to the Program Manager position, please clarify the following: Question: RFP Page 30, Section 21(a): Is this position anticipated to fill the traditional role of a Project Manager/Team Lead, or are these two roles separate?	This is a decision of the offeror.
Q79	Regarding references to the Program Manager position, please clarify the following: Question: Is this Program Manager position billable?	See CLIN 0001 and CLIN 1001.
Q80	Regarding references to the Program Manager position, please clarify the following: Question: RFP Page 34, Section 33, Is the Program Manager position noted on page 30, Section 21(a) included in the 18 positions listed?	Yes, see also addendum to FAR Clause 52.212-1.
Q81	Regarding references to the Program Manager position, please clarify the following: Question: If the Project Manager/Team Lead is a separate position, is this position included in the 18 positions?	Included.
Q81	The solicitation documents contain conflicting information regarding Proposal Submittal. Should the Final Submittal be electronic through FedConnect or hard copies sent to the contracting office?	The Government has provided offerors with variety means of submitting the proposal however it must be received by the closing date and time.
Q82	If existing incumbents are brought over to the newly awarded contractor, can their current clearances, background checks, and drug screens, be novated if these are still in good standing?	Incumbent employees of another contractor who have active clearances their clearances are transferred to the new employer.

	If these cannot be novated, will the costs to redo these be billable?	It is the responsibility of the offeror for pre-employment expenses for all new employees/applicants. The costs are not directly billable to the Government.
Q83	Please verify that the contract is a combination of Firm Fixed Price (FFP) and Time and Materials (T&M).	This is not a combination of Firm Fixed Price (FFP) and Time and Materials (T&M). The Government will issued specific FFP task orders for all requirements. See FAR 12.207(c).
Q84	Additionally, Attachment 3: Pricing Worksheet calls for “Hourly Rate,” “Fringe Benefit” and “G&A/Profit Fully Burden Rate” details. For FFP CLINs, are Fully Burdened Rates” only be sufficient?	An Offerors’ failure to follow the instructions will result in a determination that the offeror’s submittal is non-responsive.
Q85	Please verify that the contract is a combination of Firm Fixed Price (FFP) and Time and Materials (T&M). Regarding Travel CLINs – are fees permitted or are these actual only?	No. Reference CLIN 0007 and 1007.
Q86	PWS 5.2.4 states, “The contractor shall perform 24x7x365 on-call support for mission critical systems.” Please detail systems that are currently designated as mission critical and their location(s).	See response to Question 14.
Q87	Also, are there any Service Level Agreements (SLAs) in place for mission critical systems , and if so, please provide details.	No. The Offeror who is selected for contract award will be the service level provider.
	Regarding Attachment 1, Section 5.2.19, page 8, what tool (e.g., Remedy, etc.) is being used to track customer service requests?	See Response to Question 20.
Q89	In section 6 under PDS 6.9, the threshold is tied to displaying a positive trend on user awareness. Is there any historical information in this area or will the metrics be collected from contract initiation?	Collected from contract initiation.
Q90	In section 6 under PDS 6.1, it reads “Qualified ‘expert’ Staff are hired and retained.” Are there any formal guidelines for expert staff?	See Response to Question 42.
Q91	Section 2.3.3 mentions two current projects. Who is the incumbent on these contracts and what is the approximate size?	Incumbent contractors are NCI Information Systems and Innovative Technology Partnerships, LLC. Contract size is estimated in the section 34 of the RFP.
Q92	Do all of the systems in section 2.4 have a current ATO and what is the general timeline of their expirations? All systems have approval to operate and the they expire at various times in the next three years.	All systems have approval to operate and the they expire at various times in the next three years.
Q93	What is the current size of the cyber security team and how much would that be expected to change as any new systems are added?	See response to Question 91. None.
Q94	Section 5.6.11 mentions specific “work instructions, manuals and procedures.” Can you provide an estimate as to the volume of these documents and their anticipated period of review?	See FAR Clause 52.212-1, Specific Instructions Item B, for the Reading Room web address.

Q95	Section 5.6.12 mentions supporting incident response for cyber security incidents. Is there an existing IR capability?	Yes.
Q96	Section 5.6.12 mentions supporting incident response for cyber security incidents. Historically how many cyber security incidents are identified per month?	An average of one per month.
Q97	Section 5.6.12 mentions supporting incident response for cyber security incidents. And as a percentage of overall incidents?	About 50% of cyber security incidents are also incidents of security concern
Q98	What tools if any, are currently in place to assist with the C&A activities of the existing systems and applications listed in section 2.4.1?	No automated tools are currently in place.
Q99	Will the tools required for vulnerability assessments and pen tests be GFE?	Yes.
Q100	Section 2.3.2 states FFP. However, the SF 1449 shows FFP CLINs and optional T&M. What level/amount/etc. of FTEs and hours annually does the government anticipate for each FFP and T&M?	See response to Question 91. This is also explained in the CLINs and the instructions.
Q101	Will NNSA provide a current detailed headcount (FTEs, skill sets, labor categories, by location, etc., in a spreadsheet)?	No. see response to Question 91.
Q102	Section 6 – Regarding contract adjustment and penalties for violations, what are the SLAs that need to be met?	Section 6 of the PWS provides the Service delivery summary and performance thresholds that need to be met.
Q103	Is there a technology roadmap for OST or the parent organizations that outlines the highest priority technology requirements?	The OST is currently formulating the long-term road map for its mission-related information and telecommunications systems. That five-year plan is currently in draft and not available for publication.
Q104	Is there an investment budget for the desired technologies?	Yes.
Q105	Understanding that this a technology advancement, are there any existing contractual relationships that preclude the awardee from introducing a collaborative tool to integrate/manage the entire contract?	No.
Q106	Is there an existing records management archival system that can support the growth of the organization?	No. Most records are stored in hard copy.
Q107	Are the current applications being utilized as an in house solution or hosted elsewhere?	In house.
Q108	Reference: If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers;	No. See FAR 52.212-1 Instructions to Offerors - (b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation.

	Question: Per the solicitation, can you confirm responses being electronically submitted must be submitted on 10/29/10 no later than 5pm; a day earlier than submissions in hard copy?	
Q109	Does contractor need special briefing, i.e., Critical Nuclear Weapon Design Information (CNWDI) or any other restricted data briefing, if so can our employee have an Interim Secret or Interim Top Secret clearance to work at their facility?	No.
Q110	Will our employees have SCI access?	No.
Q111	What system will we need to use for collecting and disseminating information on the DOE security clearance status clearance and processing?	This will be provided prior to award. Please provide the information requested in the Technical Volume.
Q112	Is there a preferred software development methodology?	The government does not require any specific software development methodology. The traditional waterfall model results in deployed systems that are often obsolete on the first day of deployment. The government prefers a model that is iterative and recognizes the need for incremental change and improvement but within a mission critical system environment.
Q113	Reference Section 2.3.4 – Does NNSA require ITIL certified personnel?	As outlined in the PWS Section 2.3.4, the government seeks a contractor who can assist in maturing its information technology management processes through an appropriate best practice model. The government is not necessarily seeking to receive formal certification under any specific quality or maturity model.